

Internet Explorer (IE) 11 Compatibility Issue

How to Resolve SWFT Login Issues with IE 11

When encountering log in or other issues with SWFT in IE 11, follow this procedure:

Step 1 – Download Tools

Download from the DISA web site (http://iase.disa.mil/pki-pke/function_pages/tools.html):

1. The FBCA Cross-Certificate Remover 1.xx (under the “Certificate Validation” tab)
2. The InstallRoot 5.0 NIPR Windows Installer (under the “Trust Store” tab).

Note: The installation and running these tools may require Windows administrative permissions.

Step 2 – Remove FBCA Cross-Certificate

Run the FBCA Cross-Certificate Remover 1.xx (click FBCA_crosscert_removal_v1xx.exe (Application)).

Step 3 – Install Root Certificate Installation Tool

1. Install the appropriate InstallRoot Tool (unclass-InstallRoot_5) (There is a 32-bit and 64-bit installer depending on the version of windows the user is running and a Non Administrator installer for users who do not have administrator rights):
 - 32-bit Installer
 - 64-bit Installer
 - Non-Administrator
2. Start the InstallRoot Setup Wizard.
3. Remove the following InstallRoot Features when prompted:
 - Command Line Tool
 - Windows Service
4. Click Install

Step 4 – Install DISA Root Certificate.

1. After installation has completed, click Run InstallRoot from the installer, or click Start→ All Programs→ DoD-PKE→ InstallRoot 5.0→ InstallRoot 5.0
2. When the program loads, click on Install DoD Certificates then Click Install Certificates.
3. Click on Install ECA Certificates, select Group tab click Subscribe, select Home tab and click Install Certificates.
4. Close the InstallRoot installer and when prompted save changes.

Step 5 - Clear IE Browser Cache

Open the IE browser, and select IE Tools→ Internet Options and on the General Tab→ Delete Button→ Delete Browsing history: Select all (except Preserve Favorites website data, Form Data and Passwords) (History cannot be selected on a government computer) and then click the “Delete” button. Then clear the SSL state→ Content tab→ click the “Clear SSL State” button.

Step 6 – Log into the SWFT.

Step 7 – Use compatibility view.

If the steps above do not work and you are having trouble viewing information on pages within the application, attempt to run SWFT in compatibility mode in Internet Explorer. Select Tools→ Compatibility View Settings→ Add this website “swft.dmdc.osd.mil”. If you are unable to see fingerprints in reports, confirm that the fingerprints were submitted under a CAGE code with which your account is associated.